

# **ANNUAL PLAN**

**Fiscal Year April 1, 2000  
March 31, 2001**

**APPROVED BY THE BOARD OF COMMISSIONERS  
OF THE  
HOUSING AUTHORITY OF GLASGOW, MONTANA**

February 07, 2000

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# **Housing Authority Of Glasgow, Montana**

This document contains confidential and proprietary information  
belonging exclusively to the Glasgow Housing Authority

# **1. Executive Summary**

In [1961], the Glasgow Housing Authority of Glasgow, Montana was founded to provide decent, safe and sanitary housing to lower income people using funds from the U.S. Department of Housing and Urban Development and other assistance made available for such purposes.

Overall, the HA's image can be characterized as to promote self-sufficiency and asset development of families and individuals, and to improve the community quality of life and economic stability. The Glasgow Housing Authority further works to ensure equal opportunity in housing for all Americans.

## **Overview**

Since its inception, the Authority has worked with citizens of the community to provide affordable, decent, safe and sanitary housing for low-income families.

The condition of the industry today is such that new rules, guidelines and directives have been issued which mandate changes in the operation of this housing authority. The Glasgow Housing Authority is also faced with a decreasing availability of funding from HUD in the face of needing to provide more services for low-income Americans.

The Glasgow Housing Authority is a quasi-public municipal corporation, established by state law in accordance with the Redevelopment and Housing Law of 1992.

The Glasgow Housing Authority's business headquarters is located at 435 Division Street, Glasgow, Montana.

The Glasgow Housing Authority has been operating under federal subsidy, rental income, and grants to fund its programs. The availability of funding is essential for the Glasgow Housing Authority to maintain its current level of operations and providing of services to its Tenants and assisted families.

Now, the Glasgow Housing Authority is at a point where the housing authority must continue to provide all programs under more limited budget constraints and with more extensive regulations and laws.

## **Objectives**

The Glasgow Housing Authority strives to increase the availability of decent, safe and sanitary housing in the region, to ensure equal opportunity in housing for all Americans, to promote self-sufficiency and asset development of families and individuals who are participants and residents, and to improve the community quality of life and economic stability. The Glasgow Housing Authority's goals and objectives are further described in the Admissions, Occupancy and Rental Policy that has been adopted by the Board of Commissioners of the Glasgow Housing Authority.

## **Capital Requirements**

According to the opportunities and requirements for the Glasgow Housing Authority described in this annual plan, and based on what we feel are sound business assumptions; our annual capital requirements are as listed in our budgets as submitted to HUD for funding.

To accomplish this goal we have developed a comprehensive plan to intensify and accelerate our marketing activities, become more entrepreneurial, and improve our customer service operation. To implement our plans we will need adequate funding revenues, including the procuring of grants to aid in our efforts to comply with this plan.

## **Administrative Management Team**

Our management team consists of 4 employee's men and women.

Executive Director, Chief Operating Officer – Half days

Assistant to the Executive Director – Full time

Maintenance Supervisor – Full time

Maintenance laborer – Full time

A seven (7) member Board of Commissioners is appointed by the Mayor of Glasgow, the municipal governing body. The Board consists of 5 community members and 2 tenant members (when willing tenants can be found). This Board sets policy, hires an Executive Director, and provides other services as described in the By Laws of the Glasgow Housing Authority. They are not responsible for management decisions. In addition, the Board members provide tremendous support for management

decisions and creativity.

## **Service Strategy**

The Glasgow Housing Authority will provide the goals and objectives as described herein, and will make annual plans for each specific year. The Glasgow Housing Authority shall continue to provide the most services possible considering the funds available.

## **Customer Profile**

The Glasgow Housing Authority's primary market is low-income American citizens. The most typical customer for our assistance is someone who is in the lower income category and who needs assistance to provide affordable housing for their family. Due to newly enacted legislation in 1998, our client base has changed because of income targeting. In the public housing program, we are now required to accept 40% of new admissions with incomes at or below 30% of the area median. For the rental assistance program we are required to accept 75% of new admissions with incomes at or below 30% of the area median. This will have a profound affect on our ability to create mixed income developments, assist working families, and generated rental income for operations.

## **Affirmative Marketing Plan**

Responses from citizens within the community, officials from the municipality, county and state, and our customers, the tenants, indicate that our housing has an excellent reputation, is fulfilling the basic needs of its clients and has a vision of the future that will enable it to continue to do so. We fully intend to continue this trend.

The Glasgow Housing Authority's marketing strategy is to enhance, promote and support the fact that our housing can be of benefit to lower income citizens to help them obtain self-sufficiency, improve their quality of life and achieve economic stability.

The Glasgow Housing Authority's affirmative marketing strategy incorporates plans to inform the public we wish to serve of our sell our housing and services through several channels. Our distribution channels include newspaper, radio, bulletin boards and other media outlets. The determining factors in choosing these channels are the service to be provided, consideration for the most saturation for the

least cost, and other criteria to be determined by the Glasgow Housing Authority.

### **Advertising and Promotion**

The Glasgow Housing Authority's overall advertising and promotional objectives are to position it as a leader in the market of affordable rental housing.

We will develop an advertising campaign built around the increasing availability of decent, safe and affordable housing for American citizens, the desire of the Glasgow Housing Authority is to ensure equal opportunity in housing for all citizens, and improving the quality of live for residents and participants. In addition to standard advertising practices, we will gain considerable recognition through grants, public service announcements, press recognition, public comment and word of mouth.

### **Public Relations**

During next year, the Glasgow Housing Authority will focus on the following publicity strategies:

- Working with other agencies
- Modernization plans
- Working with other municipalities
- Creation of a "White Paper" that explains all of the programs offered, describes where the Authority has been, is now, and wants to be in the future.

We will track, wherever possible, the incremental revenue generated from our advertising, promotion and publicity efforts to ascertain its effectiveness.

### **Substantial Deviation from 5-Year Plan**

There has been no substantial deviation from the 5-year plan submitted on \_\_\_\_\_, \_\_\_\_.

## **Conclusion**

The Glasgow Housing Authority enjoys an established track record of excellence with our residents and the community at large. Their expressions of satisfaction and encouragement are numerous, and we intend to continue our advances and growth in the marketplace with more unique and effective services. The only roadblock is the lack of funding. However, to combat that problem we will make every effort to garner services from other public agencies within the municipality, county and state, and where possible co-venture with other housing authorities and/ or public entities.

The Glasgow Housing Authority will work toward increasing the availability of decent, safe and affordable housing, to do all possible to ensure equal opportunity in housing for all Americans, to promote self-sufficiency and asset development of families and individuals who are residents and/or participants, and to improve the quality of life and economic stability of residents and participants.

## **2. Progress Report**

**NOTE:** This is only submitted in years subsequent to the first Annual Report.

In an effort to achieve our overall Mission over the past twelve months, the Glasgow Housing Authority has successfully achieved the following goals:

## **3. Statement of Housing Needs**

**NOTE:** Compliance with the Comprehensive Housing Assistance Strategy (CHAS)

The Glasgow Housing Authority was an inactive participant in the development of the Montana State CHAS.

### **Non-Elderly & Elderly Housing Need**

The Glasgow Housing Authority has determined that the housing needs for low-income and very-low income families (including elderly families and families with disabilities) in the municipality and on the Glasgow Housing Authority's waiting list for public housing is as follows:

### Non-Elderly Families

The waiting list varies from day to day and currently there is only one single person on the waiting list. Presently the Glasgow Housing Authority has a number of vacant units so an applicant would be given a unit without being on the waiting list. Even when the Housing Authority has had high occupancy the waiting list has had low numbers.

### Elderly Families

Elderly families are treated the same as Non-Elderly because the Glasgow Housing Authority is a family project.

The racial demographics of Glasgow and the surrounding are as follows:

Glasgow is a very small rural town with a total population of approximately 2500 people. It is located very near the Canadian border to the North and the Fort Peck Indian Reservation to the East. Other than similar size towns within 50 miles the largest close cities are 150 miles or farther. The racial demographics of this area is a mixture of Caucasian and Native Americans.

## **4. Statement of Financial Resources:**

The estimated financial resources available for the support of the public housing administered by the Glasgow Housing Authority during the plan year is based on the 1999 – 2000 budget which is as follows:

➤ Operating Subsidy	\$105,114.96
➤ Rental Income	\$109,570.00
➤ Investment Income	\$ 2,426.00
➤ CIAP/ CPG	\$125,643.00
➤	

### **Planned Use of Resources:**

The Glasgow Housing Authority's planned use of these funds based on the 1999-2000 budget is as follows:

➤ Public Housing Management	\$ 91,021.00
➤ Public Housing Maintenance	\$ 83,060.00
➤ Public Housing Modernization	\$126,643.00
➤ Resident Services	\$ 73,513.00

## **5. Statement of PHA's Policies & Rent Determination**

The Glasgow Housing Authority has included with its Annual Plan the following policies for HUD approval:

- Admissions, Occupancy and Rental Policy
- Deconcentration Policy
- Pets
- Rent Determination
- Ceiling Rents
- Minimum Rents
- One Strike and Your Out Policy

**Note:** Actual policies are not required if previously submitted and approved by HUD.

## **6. Statement of Operations & Management**

- **Rules, Standards and Policies Governing Management and Maintenance of Public Housing**
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**NOTE:** PHAs with less than 250 units or are high performers are not required to submit this component of the Annual Plan.

The Glasgow Housing Authority closely follows all of the Policies established by the Board of Commissioners as list above. In addition to these policies there are procedures followed for the efficient and effective operation and administration of the public housing and public housing related programs.

The Glasgow Housing Authority currently administers only Low rent public housing.

- Maintenance Work Order System

The Glasgow Housing Authority, in fulfilling its essential role as a service agency, considers the maintenance of its developments one of the primary functions requiring regular review and periodic refinement. Consequently, the Authority has developed a maintenance work order system that will facilitate faster and improved management reporting regarding inventory control, completed work orders, and the backlog of requests and will provide more detailed information on maintenance

service for subsequent analysis. This system will enable management to effect better control over maintenance services and thereby improve the delivery of services to tenants. The key component of this system is the work order form comprised of three parts. It cannot be emphasized enough that the proper use and completion of this form is critical to the success of the work order system.

The system works as follows:

1. Tenant informs Central Office of a required repair.
2. A work order is created which lists the tenant's name, address, nature of the work order, time and date of the work order, who is assigned to the work order and whether it is an emergency item. If it is an emergency work order, the maintenance staff will be contacted immediately and sent to make the repair. All emergency work orders are completed within 24 hours. If it is not an emergency it will be scheduled with the other routine work orders.
3. Once the work has been completed, the maintenance person completes the second stage of the work order. At the bottom of the page is listed the date it was completed, the time it took to complete, and any materials required for the task. This information is then logged into the computer.
4. The tenant is given a copy so they know someone was there, what was done, and if there are any tenant charges.
5. Every day the Maintenance Supervisor reviews the routine work orders and assigns them to the maintenance staff. Once a week the Executive Director, Assistant to the Executive Director and the Maintenance Supervisor review the outstanding work orders.

➤ Preventive Maintenance Schedule

The Glasgow Housing Authority established a preventive maintenance program in 1990 to assure the long-term integrity of the structures, equipment and site infrastructure. The Maintenance staff in conjunction with the administration developed the preventive maintenance

schedule.

## 7. Grievance Procedures

**NOTE:** PHAs with less than 250 units or are high performers are not required to submit this component of the Annual Plan.

The formal grievance procedure is attached to the Lease and Admissions, Occupancy and Rental Policy for the Public Housing Program.

## 8. Capital Improvements

**NOTE:** This information will be taken from your CIAP schedule or CPG 5-year plan. For the first year submission of CPG 5-year plan will suffice.

In order to assure the long-term physical and social viability of the low-income public housing owned and operated by the Glasgow Housing Authority, the GHA has planned to do the following capital improvement projects over the next twelve months.

		Estimated	Completion
<u>Capital Improvement</u>	<u>Project #</u>	<u>Costs</u>	<u>Date</u>

None established at this time because of recent modernization. The GHA's Maintenance Department is diligent in keeping the physical property in good condition and doing preventive maintenance to ward off any deterioration.

One need that will be looked at as a possible improvement is the insulating the common walls between duplexes to reduce noise between the two units.

## **9. Demolition or Disposition**

**NOTE:** If the Authority has previously submitted or prepared demolition and/ or disposition requests in accordance with applicable law, regulations or notices, they may submit these. If previously submitted the PHA must state date of submission.

In order to assure the long-term viability of the low-income public program administered by the GHA, the Glasgow Housing Authority does not propose to dispose or demolish any of its current units. The rationale for this proposed action is as follows:

The Glasgow Housing Authority has 60 rental units and two non rental units that are in very good condition. The vacancy rate is up and down but is not attributable to the condition of property.

## **10. Designation of Public Housing**

**NOTE:** PHAs with less than 250 units or are high performers are not required to submit this component of the Annual Plan, but must explain how they will handle those on the waiting list that as a result may not be served.

## **11. Conversion of Public Housing**

**NOTE:** HUD will be issuing a rule in the near future on voluntary conversions. Until that rule has been issued for effect, PHAs are not required to address the subject of voluntary conversions. For mandatory conversions, until a rule is issued on changes under QHWRA, PHAs should submit a list of projects or portions of projects identified by the PHA OR HUD and the status of projects or portions of projects covered by section 202.

**NOTE:** PHAs with less than 250 units or are high performers are not required to submit this component of the Annual Plan.

## **12. Homeownership**

The Glasgow Housing Authority does not currently administer a homeownership program for all public and assisted housing residents. The GHA does cooperate and refer current residents to the Valley County Rural Development.

### **13. Statement of Community Services and Self-Sufficiency Programs**

**NOTE:** Until rulemaking is completed for section 12(c) the USHA (which relates to community service), PHAs are not required to address this aspect of the community service and self-sufficiency component.

**NOTE:** PHAs with less than 250 units or are high performers are not required to submit this component of the Annual Plan.

The Glasgow Housing Authority is a strong proponent of programs designed to enhance economic and social self-sufficiency of assisted families. To this end the Glasgow Housing Authority cooperates with local, county and state social service agencies to provide services to the residents. By working closely with other agencies the Authority can assure that it does not duplicate services and makes the best use of its own limited funds for these services. The Authority currently has following services for the residents available:

➤ Family Self-Sufficiency:

The Glasgow Housing Authority does not operate a family self-sufficiency program. However, it has in the past worked with tenants to help find jobs, encourage contractors working for the GHA to hire tenants and do hire tenants whenever possible.

➤ Transportation:

The Valley County Transit provides transportation services to the residents of Valley County. These services are provided on a daily basis. The cost to the rider is \$1.50. This service enables many of our residents to have additional access to employment, and enables our seniors to get to shopping, doctors, etc.

➤ Child Day Care:

There are two large day cares in the community besides many private ones. The GHA has considered a tenant ran day care but the need was never established.

➤ After School Programs:

The Glasgow Housing Authority started an after school program three years ago and it is being continued by the Valley County Coalition with the GHA providing the space in a non dwelling unit designated as a community room.

➤ Computer Training:

The Glasgow Housing Authority, the Tenant Association, and Valley County Welfare Department has purchased or obtained a number of computers that were donated to the Tenant Association and are housed in the non dwelling unit designated as a community room.

## **14. Statement of Safety and Crime Prevention Programs**

The Glasgow Housing Authority has developed a safety and crime prevention plan in cooperation with the local police department. This plan's primary function is to ensure the safety of all public housing residents. The plan provides on a PHA wide basis all measures as listed below to ensure the safety of all public housing residents.

- The Glasgow Housing Authority assisted the Tenant Association in establishing a Crime Watch program.
  
- The Glasgow Housing Authority developed an agreement with the Glasgow Police Department to regard, for law enforcement purposes, each unit as a private home and the streets as public. Prior to this agreement, because the streets are private, there was some disagreement as to whether Law Enforcement would consider the entire GHA as one property.

## **15. Statement Concerning Ownership of Pets**

**NOTE:** Until rulemaking is completed for this section, PHAs are not required to submit this component of the Annual Plan.

The Glasgow Housing Authority has adopted a Pet Policy in accordance with Section 526 of the QHWRA that amends section 31 of the USHA and 24 CFR part 5, subpart C. The Pet Policy has been included in the Appendices. Basically the policy allows a household to have one pet if the City pet ordinances and the GHA pet policy are followed.

## **16. Civil Rights Certification**

**NOTE:** Until rulemaking is completed for this section, PHAs are not required to submit this component of the Annual Plan.

The Glasgow Housing Authority certifies that it will carry out its plan in conformity with title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d-2000d-4), the Fair Housing Act (42 U.S.C. 3601-19), section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794), and title II of the Americans with disabilities Act of 1990 (42 U.S.C. 12101 *et seq.*), and also certifies that it will affirmatively further fair housing.

The Housing Authority proposes to assure compliance with this certification by systematically reviewing all policies and procedures and identifying any and all impediments to fair housing choice within its programs. If any are uncovered, the Authority will address those impediments in a reasonable fashion in view of the resources available, and work with local jurisdictions to implement any of the jurisdiction's initiatives to affirmatively further fair housing that require the PHA's involvement. The Authority will maintain records reflecting these analyses and actions when required.

## **17. Annual Financial Audit**

**NOTE:** Not required to be submitted since it is already in HUD's possession. However, it must be readily

**available to the public.**

The Glasgow Housing Authority has an independent audit performed annually.

## **18. Appendix**

- Admissions, Occupancy and Rental Policy
- Tenant Lease
- Pet Policy
- Financial Audit
- Grievance Procedure

## Disclaimer

This document is solely for the use as a model to assist a housing authority develop their 5-year plan in accordance with the requirements as delineated in the Quality Housing and Work Responsibility Act of 1998.

Every example in this model should be reviewed to determine its applicability to the individual housing authority using the model. Furthermore, the Board of Commissioners should review all plans and the plan must be reviewed by the Resident Advisory Board before final approval and submission to HUD

## Public Comment Period

The Board of Commissioners should review all plans and a public hearing must be conducted to discuss the plan. In addition, not later than 45 days before this public hearing the housing authority must make the plan available to the public for comments. The Authority must also publish a notice stating that the public has the right to review the plan and stating exactly when and where the public hearing will take place.

## Submission of the Plan

The 5-year plan must be submitted to HUD at least 75 days prior to the start of your fiscal year. For PHAs with fiscal years beginning January 1, 2000, the 5-year Plan is due no later than October 18, 1999. With the plan, the PHA should submitted any and all comments received from the public and/or the Resident Advisory Board, responses to any and all comments made by the public and/ or the RAB and any actions taken to change the plan by the PHA based on these comments, and proof that the public was given sufficient notice that the plan was available for review.

# **FIVE YEAR PLAN**

**Fiscal Year April 1, 2000  
March 31, 2005**

**APPROVED BY THE BOARD OF COMMISSIONERS  
OF THE  
Glasgow Housing Authority  
February 7, 2000**

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1. National Perspective
2. Mission Statement
3. Goals and Objectives
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## **NATIONAL PERSPECTIVE**

Despite the long economic expansion, the number of severely cost-burdened renters remains stubbornly high. In 1995, almost 3.9 million unsubsidized households with extremely low incomes spent more than half their incomes on housing. Even with inadequate current data this number has probably grown since 1995 because incomes have not kept pace with rents.

While the jury is still out on welfare reform, its impact on housing needs is becoming clearer. If recent experience is any guide, the wages ex-recipients earn- at least annually- are inadequate to cover the costs of a modest two-bedroom rental without exceeding the 30 percent of income standard. At today's rent levels in New Jersey and especially Morris County, at least two people in each household would have to work full time earning \$10.00 an hour to comfortably afford this type of housing.

On the supply side, 337,000 unsubsidized units affordable to extremely low-income renters were lost between 1991 and 1995. The number of units receiving direct federal subsidies has also dropped by 65,000 in the past four years alone. Meanwhile, federal programs have replaced long-term subsidy contracts with annual extensions, leaving a growing share of landlords free to opt out at almost any time.

Contracts on another million units will expire within five years, many of which are located in areas with rising market rents. Tens of thousands of very low-income renters-many of them elderly- may face stiff rent hikes or be forced to leave in search of more affordable units that "accept" portable subsidies.<sup>1</sup>

The need for affordable rental housing is growing nationwide, in New Jersey and more specifically Morris County this demand is ever increasing. In Madison alone the rents have escalated over 50% in the past three years. The demand for affordable housing that meets the needs of very low-income families has more than tripled. While the Mission of the Authority has never changed, the manner in which it is met will have to be flexible.

While Glasgow doesn't fit into this National Perspective, there are a lot of similarities. At this time we feel the number of suitable and affordable housing units for low-income renters is keeping pace with the need. This is evident by the Vacancy rate the GHA and other subsidized projects have experienced over the last five years. The average vacancy rate for this time period experienced by GHA is 5 to 9%

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<sup>1</sup> The State of the Nation's Housing, Joint Center for Housing Studies of Harvard University, 1999

## **MISSION STATEMENT**

The Glasgow Housing Authority has as its primary goal to serve low-income families within the (City of Glasgow) and the (County of Valley County, Montana)

The Housing Authority will achieve its mission as follows:

- By providing housing to low-income families.
- By increasing economic opportunities for low-income families to achieve self-sufficiency.
- By its commitment to provide decent, safe and sanitary housing to eligible applicants, and residents in occupancy.

### **Goals and Objectives**

- To increase the availability of decent, safe and affordable housing in the community.
- To ensure equal opportunity in housing for all Americans.
- To Promote self-sufficiency for low-income families.

The Housing Authority's mission and goals are consistent with and contribute to HUD's mission and goals and objectives.

By 2005, this housing authority hopes to have accomplished all goals and objectives in the five-year plan, and hopes to be providing more and better services and programs for its residents and members of the community.



## Conclusion

The Glasgow Housing Authority enjoys an established track record of excellence with our residents and housing assistance families. Their expressions of satisfaction and encouragement are numerous, and we intend to continue our advances and growth in the marketplace with more unique and effective services.

Historically it has been impossible for housing authorities nationwide to develop long range plans for future development. This is due to the uncertainty of funding sources, political environments and the changing economic climate. Furthermore, housing authorities are never notified until the very last minute when funds will be available.

The Authority performs inspections of all units prior to their admittance, annually and at move out. If there are violations to the housing quality standards, the necessary repairs are made by our maintenance staff or contractors if necessary

Over the past six years the Authority has contributed to the economy in Glasgow and Valley County, Montana \$3,114,746.77\_\_ through rents, grants, etc.

The Glasgow Housing Authority has only one goal to guide its activities: to provide decent, safe, sanitary and affordable housing for residents of Glasgow in need of housing.

The accomplishments of the Housing Authority over the past thirty-eight years is encouraging as we look at the goals which have been met. The Authority is respected by the County, the State, and nationwide as having provided quality housing which is both functional as well as esthetically pleasing and suited to the community. Moreover, the dedication and perseverance of the Commissioners in meeting their designated obligation is commendable. With such a success rate, the Authority can look forward with confidence to future challenges.

It is not the objective of this Authority to build an empire in public housing with its concomitant staff and expenses. It is, however, the Authority's objective to meet the obvious need, consistent with accepted and mandated guidelines for lower income families living and working in Glasgow. The Authority believes it has this mandate from the citizens and that this is a reasonable, logical, desirable and affordable objective.

The Authority will continue its efforts whenever financially possible to provide affordable rental housing or housing assistance to those in need. And when this is not financially feasible, every effort will be made to find the necessary funds to continue.

The Glasgow Housing Authority is proud and honored to be recognized not only in the County and State, but also across the Nation as a leader in providing affordable housing.

Glasgow Housing Authority

**PET POLICY**

Adopted 5/10/99

Tenants or prospective tenants of the Housing Authority of Glasgow who have a pet and wish to keep it on the project must abide by the City of Glasgow's Animal Ordinances and this policy. Violation of the policy could be grounds for eviction, fine, and/or destruction of the pet.

1. First step is to have the pet (dog/cat) licensed with the City Police Department. According to the City Ordinance the pet has to have a collar with the tag attached.
2. Only one cat or one dog (ONE PET) is allowed per household.
3. A Pet deposit of \$100 must be paid for possible damage the pet may cause to the HA's property. This deposit is over and above the security deposit the tenant did or must pay upon admission. The tenant must make a minimum of \$25.00 upon registration and the balance monthly within a maximum of three months. This deposit minus any damage charges will be returned upon the tenant vacating the project.
4. Complaints of violations, barking, or vicious behavior may be grounds for removing the pet and/or eviction.
5. According to the City Ordinance; "It is unlawful for the owner of any dog or other animal to allow the same to be at large and not under restraint at any time." Therefore, all pets shall be kept on a leash and under control.
6. Dogs kept outside shall not hinder the Glasgow Housing Authority Staff, utility workers, postal workers, etc. from doing their normal duties such as reading meters and delivering mail.
7. Any pets running at large are subject to removal, fines, etc. at the expense of the owner according to the City Ordinances.
8. Pit Bull Dogs will not be allowed on the project.
9. It is the concern of the GHA that the rent is paid, children are cared for, and that the project be kept in a safe and sanitary condition for all tenants. If a pet is the cause of diminishing any of the above conditions the tenant will be asked to remove the pet from the project. Failure to do so may result in eviction.

## PET POLICY CONTINUED

10. Pets not registered with the office, if caught, will be treated as a nuisance animal according to the City Ordinance.
11. The Glasgow Housing Authority will not be responsible for any damages or complaints filed because of pets.
12. Registered pet owners who feel the Glasgow Housing Authority has judged them or charged them unfairly shall take the grievance to the grievance committee prior to taking it before the Board of Commissioners for a final decision.

## EXHIBIT C

### UTILITY ALLOWANCES

The Glasgow Housing Authority pays all the utilities but to promote and encourage conservation the tenants are charged for excess use. The allowances given to the tenant are based on the unit size and is determined by the following:

#### **ELECTRICITY**

The electricity allowance is determined by taking an average of the total usage by unit size over the previous three years. The amount used over this allowance is then charged to the tenant at the same rate that GHA is charged by the provider.

Example: There are 10 one bedroom units. The total usage of these units for the month of December for the previous three years was 9,540 kwh for an average of 318 the allowance for that month.

#### **GAS**

The gas allowance is computed monthly by a formula developed by the gas company to allow for heating, cooking, and hot water based upon the variation of the weather (Monthly heating degree days as determined and obtained from the National Weather Service. This formula is as follows:

- 1 Bedr = 5 X Monthly heating degree days + 2500
- 2 Bedr = 6 X Monthly heating degree days + 3200
- 3 Bedr = 8 X Monthly heating degree days + 3900
- 4 Bedr = 10 X Monthly heating degree days + 2500

Example: The heating degree days for December 1999 was 1104. For a one bedroom the formula is  $1104 \times 5 = 5520 + 2500 = 8020$ . The allowance would be 8.0 DKT. If a unit meter read 48.3 – 39.1 the last reading = 9.2 usage – 8.0 = 0.3 excess x the actual rate. In this case GHA paid the total of \$43.91 but charged the Tenant \$1.51.

#### **WATER AND SEWER**

The Glasgow Housing Authority does not have an allowance for this utility and pays the entire amount.

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## **ADMISSION, OCCUPANCY AND RENTAL POLICY**

### **1.0 INTRODUCTION/PURPOSE**

#### **1.1 Purpose of Policy**

The purpose of this document is to explain the policies, rules and procedures of the Glasgow Housing Authority, as they relate to the admission of and continued occupancy of residents in public housing. It will also state the rules and procedures employed to calculate rent. This policy complies with the principles in Section 206 of the Housing and Community Development Amendments of 1979, Section 203 of the Housing and Urban Rural Recovery Act of 1983 and the Quality Housing and Work Responsibility Act of 1998.

Whereas it is the policy of the Glasgow Housing Authority to fulfill the stipulations expressed in the U.S. Housing Act of 1937 and all subsequent amendments thereto as enacted by the Housing and Community Development Acts in the operation of all low-income public housing under its administration, and whereas it is the commitment of the City of Glasgow, the Glasgow Housing Authority finds it necessary to delineate the admission, continued occupancy and rental policies and practices, and set priorities so as to accomplish its commitment to provide decent, safe and sanitary housing to eligible applicants, and residents in occupancy. It is pursuant to this goal that the Authority establishes the following criteria pertinent to eligibility for admission to its low-income housing developments under its jurisdiction, as well as rules and regulations to determine the calculation of rents. Notwithstanding the above, changes in applicable federal law or regulations as per 24 CFR Part 900 shall supercede provisions in conflict with this policy.

#### **1.2 Fair Housing Policy**

In establishing these criteria, the Authority has complied with all regulations of Title VI of the Civil Rights Act of 1964. Title VIII of the Civil Rights Act of 1968, the HUD regulations of May 21, 1984, requirements as outlined in the Public Housing Occupancy Handbook, 7465.1 Rev. dated 10/78 and HUD regulations of May 12, 1988 as outlined in notice PIH 88-16, 7465.1 Rev-2. In an effort to provide a decent home and a suitable living environment which fosters economic and social mobility in the tenant body as a whole, the Authority hereby adopts policies and procedures which embody standards and criteria for tenant selection that takes into consideration the needs of individual families for low-income housing, as well as the statutory purpose in developing and operating socially and financially sound low-income housing developments.

These policies and procedures have been so designed as to avoid concentration of the most economically deprived families in any one of the GHA's low-income housing sites, and preclude admission of applicants whose habits and practices may have a detrimental effect on the health, safety and welfare of the residents. It is the goal of the Authority to attain a stable tenant body comprised of families with a broad range of incomes.

These policies and procedures have been designed in such a way as not to deny admission to any particular group or category or otherwise eligible applicants. They assure the objective and reasonable selection among eligible applicants and are consistent with the Authority's responsibilities as a public body. Finally, they comply with state, local and federal laws and regulations as well as the provisions of the Annual Contributions Contract governing the flow of funds between HUD and the Housing Authority.

### **1.3 Affirmative Marketing**

In the hopes of reaching a broad spectrum of potential applicants, the GHA will affirmatively market its public and assisted housing to the widest audience practicable. Information concerning the public and assisted housing programs shall be disseminated through the local media on a regular basis. This dissemination of information may take the form of press releases or advertisements. The GHA shall assure minority participation by disseminating information in local and area-wide minority publications. The GHA may meet with minority organizations to discuss their programs. In all instances the GHA shall take steps to provide opportunities to households which due to other factors such as race, religion, ethnicity, sex of head of household, age, disability or source of income would be less likely to apply for public and/ or assisted housing. The GHA shall be in compliance with the Local Housing Plan of any local, county or state Comprehensive Housing Affordability Strategy (CHAS) pursuant to Section 24 CFR, Part 91, and the CHAS shall have the housing authorities plans incorporated within.

## **2.0 ADMISSIONS POLICY**

### **2.1 Criteria for Admission**

In compliance with its statement of purpose and objectives, and in adherence to its policy of achieving a socially and economically viable tenant body, this Authority, through its tenant selection process, has determined that it will accept for admission to its public housing developments only applicants who at the time of application meet all of the following requirements: (note that procedures for the implementation of these criteria are discussed in Section 2.4 and criteria for denial of admission are discussed in Section 3.0 below).

- 2.1.1 Have demonstrated satisfactorily by past performance the ability to pay such monthly rent as would be determined according to the Authority's rent policy.
- 2.1.2 Have demonstrated through acceptable references the ability to conduct themselves in a manner that will not impair the environment and/or security of other tenants residing in the development.
- 2.1.3 Have demonstrated by past performance and behavior that family members are likely to obey all rules and regulations as embodied in the tenant's lease, as well as the rules and regulations embodied herein.
- 2.1.4 Have demonstrated by past behavior that family members will take affirmative action to maintain both the apartment they are seeking to lease as well as the common area of the development in which the apartment is located in a safe, healthy and sanitary condition.
- 2.1.5 In the event, however, that in the course of soliciting relevant information that will help determine the suitability and eligibility of any individual applicant as a potential public housing resident, any unfavorable information is received with respect to the applicant, the Authority shall consider such factors as might indicate a reasonable probability of favorable future conduct or financial prospects such as 1) evidence of rehabilitation or 2) evidence of participation in or willingness to participate in social service or other appropriate counseling service programs offered by the community at large.

However, the above criteria **will not** be employed to deny admission to potential residents on the basis of race, creed, color, national origin, marital status, and other factors enumerated in Title VI of the Civil Rights Act of 1968.

While the Housing Authority envisions itself as being responsive to the community's needs for low-income housing, it cannot accommodate all emergency cases because of limited resources and its obligation to adhere to the standards set forth herein. However, its tenant selection process will aim at achieving these objectives by adhering to the criteria established herein.

- 2.1.6 Verification Requirements. The following items of information are subject to verification by the Authority to determine eligibility and rent:

- a) Income. The Authority will use the following to verify income:
  - (1) Third party verification through an employer or public agency.
  - (2) Review documentation provided by the family such as benefit checks, income tax returns, etc.
  - (3) Verification of public assistance from the governmental entity supplying it.

All copies of such information shall be kept in the applicant's file.

- b) Assets. The Authority will review all savings and checking account bankbooks, newspaper stock quotations; local government assessed property values, tax returns, etc. The applicant will also be responsible for completing an "Asset Disposition" Form.
- c) Family Size and Composition. The Authority will rely on the declaration of the applicants related to family size, composition and the relationship among the family members.
- d) Age of Family Members. The Authority will request that birth certificates be provided to verify age.
- e) Marriage Certificate. A marriage certificate is not a requirement for admission at this time.
- f) Separation or Divorce. If an applicant is divorced or separated and has a child or children by that spouse the applicant must provide one of the following verifications:

- (1) A Final divorce decree. (Applies to individuals who are divorced and are not separated and is the only documentation accepted for individuals that are divorced.
- (2) Receiving court-ordered child support from former spouse.
- (3) Verification that applicant is pursuing child support through the courts or probation department.
- (4) If applicant is receiving personal child support, the applicant can make arrangements to have the child support paid through the court system, usually the probation department.
- (5) Receipt of TANF (Temporary Assistance to Needy Families) through the municipal or county Department of Human Services for former spouse's children.
- (6) Income tax statement from both the husband and wife showing that they each filed separately.

(7) A written statement from an attorney certifying that a suit for divorce has been filed.

(8) A written statement from an abuse shelter, law enforcement agency, social service agency that the applicant needs housing due to physical abuse.

g) Displacement Status. The Authority will verify the applicant's displacement status by contacting the municipal office responsible for this action.

h) Unemployment Compensation or Veterans benefits.

i) Non-Economic Selection Criteria. The Authority will make use of credit checks. Home visits by Authority's staff, court and police records, and references of prior landlords to obtain this information.

j) Handicap or Disability. A physician's certificate verifying the handicap or disability may be required. In addition, verification by a clinic, hospital, welfare agency, the Social Security Administration, vocational rehabilitation agencies, and similar sources will be acceptable.

k) Social Security Numbers. The Authority will require Social Security numbers for each family member. If the Applicant cannot provide his/her social security number, other documents listed below **showing the social security number** may be used for verification. They may be used only until a valid social security card can be provided. these additional documents are as follows:

(1) Driver's license that shows the social security number.

(2) Identification card issues by a federal, state or local agency.

(3) Identification card issued by an employer or trade union.

(4) Identification card issued by a medical insurance company.

(5) Earnings statements or payroll stubs.

(6) Bank statements

- (7) IRS Form 1099 or W-2 form.
- (8) Benefit award letters from government agencies.
- (9) Medicaid Cards
- (10) Unemployment benefit letter.
- (11) Retirement benefit letter.
- (12) Life insurance policies.
- (13) Court records such as real estate, tax notices, marriage and divorce judgement or bankruptcy records.
- (14) Verification of social security benefits with the Social Security Administration.

If the GHA verifies social security benefits with the Social Security Administration, the acceptance of the SSN by the Social Security Administration may be considered documentation of its validity.

- l) Eligible Citizenship Status. The Authority requires verification of eligible citizenship status in the form of birth certificates, passports, permanent residency cards, etc.

All information obtained from the applicant concerning eligibility will be verified when a suitable dwelling is expected to be available.

**2.1.7 Confidentiality.** All records concerning an applicant or Tenant are strictly confidential.

- a) All applicants applying for public and/or assisted housing shall complete and execute a Federal Privacy statement that states under what conditions HUD will release Tenant information. Requests for information concerning a specific Tenant must be in writing and accompanied by a signed release request before the GHA will release any information.
- b) All applicants applying for public and/or assisted housing shall complete and execute release for information form. This form will enable the GHA to obtain information regarding

the applicant. Such information will be used solely in determining eligibility and suitability for admission.

## **2.2 Specific Standards of Eligibility**

**2.2.1 Eligibility for Admission.** Applicants to be admitted into the Authority's low-income housing must satisfy all of the following additional requirements:

- a) Qualify as a family as defined in Section 10.0.
- b) Have a total family income, less enumerated deductions, which cannot exceed the maximum income limits for admission as set forth in Exhibit A.
- c) Agree to complete an orientation program prior to occupancy. This program will be arranged pending the Authority's financial capability to do so, and its ability to provide the necessary staff for such a program.

**2.2.2 Preference in Selection of Tenants.** In selecting applicants for assistance in public housing, Glasgow, Mt. residents will be given preference at all times. In addition a preference will be given to working families. A resident is defined as follows:

- a) An applicant who resides in Glasgow, Mt. at the time they submit their application.
- b) An applicant who is working in Glasgow, Mt.
- c) A senior citizen who is the parent of a Glasgow, Mt. resident who has lived in the municipality for at least two years.

No requirement or preference may be based upon the identity or location of the housing that is occupied by the applicant, nor upon the length of time the applicant has resided in Glasgow, Mt.

When an applicant who was a non-resident becomes a resident, the previous application will be placed at the end of the resident waiting list as of the date they present verification of residency.

Any Glasgow resident who is on the waiting list and subsequently moves out of the City will maintain their position on the waiting list.

### **2.3 Continued Occupancy Limits**

The Housing and Community Development Act of 1974 completely eliminated the concept of continued occupancy income limits for public housing residents.

In addition, the Authority as per Exhibit B has adopted ceiling rental limits. However, if it is determined that a family's income is in excess of the income limits set for new admissions, the Authority will determine whether the family is a family of low-income in accordance with its standards and criteria for continued occupancy. If the Authority determines that the family is not a low-income family, the Authority, as provided in 24CFR Section 860.6, will not commence eviction proceedings or refuse to renew a lease based upon the income of the tenant family unless it has identified for possible rental by the family a unit of decent, safe and sanitary housing of suitable size available at a rent not exceeding 30% of adjusted income as defined by this policy.

### **2.4 Related Procedures – Process of Applying for Admission**

In order to insure that very low-income families are not discriminated against, it shall be the policy of this Authority to admit not less than 40% of all families with incomes at or below 30% of the area median income in accordance with the Income Targeting provisions of the Quality Housing and Work Responsibility Act of 1998.

The Authority shall obtain a written application signed by a responsible adult member of the family. This application shall set forth all data and information necessary to enable the Authority to determine whether or not the family meets the conditions for admission or continued occupancy.

All applications received shall be dated and maintained in the central office by the tenant selection staff. Each application shall be assigned an appropriate place on a community-wide basis in sequence based upon date the application is received, suitable type and size of unit and factors affecting preference or priority established by the Authority, not inconsistent with the objectives of Title III of the Civil Rights Act of 1964 and the HUD regulations and requirements pursuant thereof.

Eligible families on the waiting list must contact the Authority immediately if any change in family composition, income or factors affecting preference should occur.

Suitable vacancies arising at a given time at any location shall be offered to the eligible applicant first in sequence at such time. If the applicant offered the available apartment refuses, they will be given another choice if one exists. If another unit is not available, then the applicant will be given a second offer as soon as one becomes available. If the applicant rejects the second offer, they will be moved to the bottom of the eligible applicant list.

However, if an applicant presents to the satisfaction of the Authority clear evidence that acceptance of a given offer of a suitable vacancy will result in undue hardship or handicap not related to considerations of race, color, or national origin, such as inaccessibility to source of employment, children's day care and the like, refusal of such an offer shall not be counted as one of the two allowable refusals permitted an applicant before placing their name at the bottom of the eligible list.

In addition, any and all forms requiring signature of applicants or tenants that involve contract of stipulations regarding admission and occupancy shall be read and explained to the tenant or applicant prior to signing. In any event, the Authority shall supply an applicant who does not read or write the English language with a translator if this is economically feasible.

Management shall develop reasonable procedures for the screening and acceptance of applicants referred from external social service agencies. If tenants are involved in such screening procedures, they shall not receive rent reductions in return for their participation.

The applicant will be required to sign a release allowing the authority to request a copy of a police report from the Glasgow Police Dept, Valley County Sheriff's Office, and the Federal Bureau of Investigation if required. In addition, the applicant, if required, will provide fingerprints to the police department for submission to the FBI for check through the National Crime Information Center.

The Authority shall promptly notify any applicant (as per Section 2.6) determined to be ineligible for admission (as per Section 3.0), the basis for such determination and shall provide the applicant, upon request, within a reasonable time after the determination is made, with an opportunity for an informal hearing on said determination.

When a determination has been made as to the eligibility and satisfaction of all requirements for admission including the tenant selection criteria, the applicant will be notified of the approximate date of occupancy.

The Housing Authority, working in conjunction with social service organizations, the County government and its various departments, shall commit itself to the

development/provision of quality residences in public housing that will attract qualified new tenants, retaining tenants who adhere to standards embodied herein.

Individuals who have a physical impairment, which would prevent them from completing an application in person, may call the Authority to make special arrangement to complete their application. If the applicant is visually impaired all notices must be in a format understandable by the applicant.

The Authority may from time to time close its waiting list by suspending the acceptance of any new applications for assistance. The Authority will make it known to the general public through the publication in the media of the fact that applications are being suspended. When the Authority determines it is in their best interest to open the waiting list and begin accepting applications again they will publish in the news media an advertisement stating that applications are available.

The advertisement shall contain the following:

- The HA will publish the date applications will be accepted and the location where applications can be completed. If the HA anticipates suspending the taking of applications after a period of time, the date of acceptance and closing of applications must be published.
- Advise families that applications will be taken at the designated office;
- Briefly describe the Public Housing program; and
- State that applicants for Public Housing must specifically apply for the Public Housing Units and that applicants for Public Housing may also apply for to the Section 8 Program, if applicable, and they will not lose their place on the Public Housing waiting list if they also apply for Section 8 assistance. For this to be applicable the HA must have a Section 8 Program and be accepting applications for Section 8 assistance.
- To reach persons who cannot read the newspapers, the HA will distribute fact sheets to the broadcasting media. Personal contacts with the news media and with community service personnel, as well as public service announcements, will be made.

## **2.5 Non Compliance with Housing Authority Schedule of Appointments and Submission of Documents**

An applicant must adhere to all schedules established by the housing authority to review eligibility. An applicant who fails to keep an appointment without notifying the HA and without re-scheduling the appointment shall be sent a notice of termination of the process for failure to supply such certification, release of information or documentation as the HA or HUD determines to be necessary (or failure to allow the HA to inspect the dwelling unit at reasonable times and after reasonable notice, if applicable) in the following situations:

- Complete Application
- Bringing in Verification Information
- Briefing prior to Occupancy
- Leasing Signature
- Inspections
- Recertification
- Interim Adjustment
- Other Appointments or Requirements to Bring in Documentation as Listed in this Plan
- Scheduled Counseling Sessions
- Move-In appointments

Process When Appointment(s) Are Missed: - For most of the functions above, the family may be given two appointments.

If the family does not appear or call to reschedule the appointment(s) required, the HA may begin termination procedures. The applicant or tenant will be given an opportunity for an informal meeting or hearing, as appropriate pursuant to the grievance process. Only Tenants are afforded a grievance. The grievance procedures do not apply to applicants.

If the representative of the HA and/or Hearing Officer makes a determination in favor of the applicant/tenant, the HA will comply with decision unless the applicable provisions of the Grievance Procedure is applicable to the hearing officers decision.

Letters Mailed to Applicants by the HA: - If an applicant claims they did not receive a letter sent by the Authority which requested information from the applicant or to have them attend an interview, the HA will determine whether the letter was returned to the HA. If the letter was not returned to the HA, the applicant will be assumed to have received the letter.

If the letter was returned to the HA and the applicant can provide evidence that they were living at the address to which the letter was sent, the applicant will be reinstated with the date and time of the application in effect at the time the letter was sent.

Applicants must notify the HA, in writing, if their address changes during the application process.

## **2.6 Notification of Applicants**

The Authority will promptly notify all applicants as to their eligibility or ineligibility as follows:

- 2.6.1** An eligible applicant will be notified of the approximate date of occupancy insofar as that date can be reasonably determined. If an approximate date cannot be determined, the Authority will inform the applicant of their status on the waiting list and its length.
- 2.6.2** An ineligible applicant will be notified of the basis for the determination and will be provided upon a written request within ten (10) days after the determination with an opportunity for an informal meeting. The authority will hold this informal meeting within ten (10) days of the request. The person designated by the authority to conduct the informal meeting shall be an impartial person appointed by the authority other than the person who made the initial determination under review. The meeting shall be conducted in accordance with applicable HUD and housing authority rules. The hearing officer shall return a decision within ten (10) days of the meeting. The housing authority's grievance procedure applies only to residents. It does **not apply** to applicants.
- 2.6.3** The Authority will maintain all applicants' records indicating the final action taken, including applications that have been determined inactive.

## **2.7 Deconcentration**

Section 513 of the Quality Housing and Work Responsibility Act of 1998 makes several amendments to Section 16 with respect to deconcentration of poverty and income targeting. The housing authority will make every effort to provide for deconcentration of poverty and income-mixing by bringing higher income tenants into lower income projects and lower income tenants into higher income projects whenever possible.

The housing authority may offer incentives to eligible families that would help accomplish this goal. In addition, skipping of a family on the waiting list specifically to reach another family with a lower or higher income will be done as required to meet this goal.

The housing authority will try to maintain a balanced income mix on all of its scattered sites. Replacing vacancies from the same or similar income levels will maintain this mix.

The housing authority will establish a working family preference, will continue to affirmatively market units and provide rent incentives as permitted by the QHWRA.

## **2.8 Misrepresentation by the Applicant or Tenant**

If an applicant or tenant is found to have made willful misrepresentations at any time which resulted in the applicant or tenant being classified as eligible, when, in fact, they were ineligible, applicant will be declared ineligible and the lease and/or application will be terminated because of the misrepresentation by the applicant/tenant. If such misrepresentation resulted in tenant paying a lower rent than was appropriate, tenant shall be required to pay the difference between the actual payments and the amount, which should have been paid. In justifiable instances, the HA may take such other actions as it deems appropriate, including referring the tenant to the proper authorities for possible criminal prosecution.

## **3.0 CRITERIA FOR DENIAL OF ADMISSION**

**Public housing residency is a privilege and not a right.** In order to preserve the housing authority's interests and the integrity of the program, the GHA may deny admission to an applicant for the following:

- 3.1** Have demonstrated unsatisfactorily by past performance the ability to pay such monthly rent as would be determined according to the Authority's rent policy.
- 3.2** Have demonstrated through unacceptable references the ability to conduct themselves in a manner that will not impair the environment and/or security of other tenants residing in the development.
- 3.3** Have demonstrated by past performance and behavior that family members are unlikely to obey all rules and regulations as embodied in the tenant's lease, as well as the rules and regulations embodied herein.
- 3.4** Have demonstrated by past behavior that family members will not maintain both the apartment they are seeking to lease as well as the common area of the development in which the apartment is located in a safe, healthy and sanitary condition.
- 3.5** The housing authority will not assist a family if they owe rent; other amounts or has judgements to any housing authority or any other federal subsidized housing program.
- 3.6** The housing authority will not assist a family if they have previously vacated a public or assisted housing unit in violation of the terms of their lease.
- 3.7** Have been previously evicted from public housing.

- 3.8** Have committed acts that would constitute fraud in connection with any federal housing program.
- 3.9** Did not provide information required within the specified timeframe as outline in Section 2.5 above.
- 3.10** Has been convicted of a drug-related criminal offense or violent criminal activity. The GHA shall deny admission to a family that contains a member of the household who is subject to the lifetime registration for sex offenders.
- 3.11** If the authority determines that a person is illegally using a controlled substance or abuses alcohol in a way that may interfere with the health, safety or right to peaceful enjoyment of the premises by other Tenants. The authority **may** waive this requirement if:
  - 3.11.1** The person demonstrates to the authority's satisfaction that the person is no longer engaging in drug-related criminal activity or abuse of alcohol;
  - 3.11.2** Has successfully completed a supervised drug or alcohol rehabilitation program;
  - 3.11.3** Has otherwise been rehabilitated successfully; or
  - 3.11.4** Is participating in a supervised drug or alcohol rehabilitation program.
- 3.12** Has a history of criminal activity involving crimes of physical violence to persons or property and other criminal activities that may adversely affect the health, safety and welfare of other Tenant.
- 3.13** Intentional misrepresentation of verification information as outlined in Section 2.8 above.
- 3.14** Section 2.4. If this information is used to deny admission the authority will provide a copy of the information used in its determination in accordance with the Criminal Records Management Policy.

This list is not to be construed as totally inclusive, and there may be circumstances not listed which may be used for denial of admission if the authority determines that to admit the household or member thereof would have a detrimental affect on the health, safety or right to peaceful enjoyment of the premises by other Tenants.

### **3.15 Limited Periods of Denial of Admissions**

If an applicant is denied admission, it **may** be determined by the authority to only be a limited denial. These timeframes are only a guideline, and may be extended if the authority deems it is in the best interest of the authority and or the Tenants. The timeframe for these denials is as follows:

#### **3.15.1 One Year Limited Denial:**

- Bad credit history
- Bad housekeeping habits

- Bad landlord references
- Bad rent payment history
- Minor violation of lease
- Failure to provide adequate verifiable documentation
- Failure to provide documentation in the specified timeframe

**3.15.2 Three Year Limited Denial:**

- Eviction from public and or assisted housing because of drug-related criminal activity.
- Past behavior which may be considered a threat to other Tenants

**3.15.3 Five Year Limited Denial:**

- Drug use without any evidence of rehabilitation.
- An arrest or conviction that indicates that the applicant may be a threat to other Tenants.
- Fraud or giving false information during the initial or any subsequent certifications to the housing authority.

**3.15.4 Ten Year Limited Denial:**

- Conviction of drug trafficking.

**3.15.5 Lifetime Denial:**

- Household with a member who is subject to a lifetime registration under the State's sex offender registration law.
- Applicant who has been convicted of manufacturing or producing illegal controlled substances on or around the premises of a housing authority.

**4.0 RENT POLICY**

The Total Tenant Payment (Rent) will be the greatest of:

- |     |   |
|-----|---|
| (a) | 30% of family monthly adjusted income               |
| (b) | 10% of family monthly gross income                  |
| (c) | Welfare assistance specifically designated for rent |
| (d) | \$50.00 minimum monthly rent                        |

Applicable utility allowance shall be subtracted from the established gross rent. If the allowances for tenant supplied utilities applicable to the family exceeds computed rent, the family will receive a credit from the Authority of the difference.

#### **4.1 Broad Range of Incomes Objective**

To accomplish this objective the Authority shall:

- 4.1.1** Ascertain the distribution of income within the community based upon the most recent census or other reliable data on family incomes;
- 4.1.2** Ascertain the distribution of incomes of families on the Authority's waiting list;
- 4.1.3** Ascertain the average operating costs of the project and the average rent required to meet such costs;
- 4.1.4** Ascertain the average rent which would be achieved based upon the incomes of low-income families in accordance with the distribution of incomes of all low-income families in the community's area of operation;
- 4.1.5** Ascertain the average rent which can be achieved based upon the incomes of the families on the waiting list;
- 4.1.6** Utilizing the above information, develop criteria, by preference or otherwise, that will be reasonably calculated to attain the basic objective. The criteria developed will be sufficiently flexible to assure administrative feasibility.

#### **4.2 Rent Collection**

Rents are due and owing in advance by the first of each month, payable at the Housing Authority offices. A late charge of \$5.00/day not to exceed \$25.00/mo. will be imposed upon any tenant who fails to pay rent in full by the 5<sup>th</sup> day of the month. Partial payments will be accepted and the late fee postponed if at least half the total rent due is paid with the second half due on the 15<sup>th</sup>.

#### **4.3 Security Deposits**

All residents of low-income public housing units will be responsible for maintaining with the Housing Authority a minimum-security deposit of \$150.00 with a maximum-security deposit charged if there is a past history. Security deposits will be held in an interest bearing account on behalf of the tenant. In accordance with Montana State law, interest generated on behalf of the tenant in their security deposit account shall go to the Glasgow Housing Authority. The total security deposit shall be distributed to the resident upon vacating their unit. The security deposit shall have deducted from it any costs for damages, utilities or other outstanding balances.

#### **4.4 Minimum Rent Hardship Exemptions - As per Lease Section 4 (f)**

Minimum Rent Hardship Exemptions: The GHA shall grant an exemption from the minimum rent provision to any family making a request in accordance with HA policy in writing that is unable to pay that minimum payment because of financial hardship, which shall include:

- 4.4.1 The family has lost eligibility for, or is awaiting an edibility determination for a federal, state or local assistance program, including a family that includes a member who is an alien lawfully admitted for permanent residence under the immigration and naturalization act who would be entitled to public health benefits but for Title IV of the Personal Responsibility and Work Opportunity Reconciliation Act of 1996.
- 4.4.2 The family would be evicted as a result of the implementation of the minimum rent.
- 4.4.3 The income of the family has decreased because of changed circumstances, including loss of employment.
- 4.4.4 A death in the family has occurred which affect the family circumstances.
- 4.4.5 Other circumstances which may be decided by the GHA on a case-by-case basis.

All of the above must be proven by the Tenant providing verifiable information in writing to the GHA prior to the rent being delinquent and before the lease is terminated by the GHA. If Tenant requests a hardship exemption under this section, and the GHA reasonably determines the hardship to be of a temporary nature, exemption shall not be granted during a ninety-day period beginning upon the making of the formal request for the exemption. A Tenant may not be evicted during the ninety-day period for nonpayment of rent. In such a case, the Tenant thereafter demonstrates that the alleged hardship is of a long-term nature and not temporary, the GHA shall retroactively exempt the Tenant from the minimum rent requirement for the ninety-day period past. This paragraph does not restrict nor prohibit the GHA from taking legal action to evict the Tenant for other violations of the lease.

## 5.0 **OCCUPANCY STANDARDS**

The following standards will determine the number of bedrooms required to accommodate a family of a given size and will be adhered to in every instance where availability of units permits.

<u># Bedrooms</u>	<u>Minimum # Persons</u>	<u>Maximum # Persons</u>
1	1	2
2	2	4
3	3	6
4	4	8

In the assignment of dwelling units, only persons of the opposite sex who are husband and wife, or where the Authority determines that a “stable relationship” exists, will be allowed to occupy the same bedroom. An exception to this policy will be any case where there are infants and children up to five years of age. In extraordinary cases these standards may be waived (e.g. intergenerational families). Reassignment or transfers to other dwelling units shall be made without regard to race, color, creed or national origin as follows:

- 5.1 Tenants shall not be transferred to a dwelling unit of equal size, whether within a complex or between sites, except for alleviating hardships as determined by the Board and the Executive Director.
- 5.2 If, per the occupancy standards, the size of the dwelling unit is no longer appropriate to tenant’s needs, that tenant will be required to move to another available unit of appropriate size of tenant’s choice within the project site where the tenant presently resides. The tenant will be required to move to an available unit of appropriate size in another site if such units are not required for tenants already residing at this site. If, however, the tenant refuses such appropriate accommodations, their lease may be terminated. In addition, the tenant may be required to vacate the apartment if a Housing Certificate or Voucher is available. The Authority shall employ provisions contained in the lease with respect to moving expenses.

## **6.0 LEASING OF DWELLING UNITS**

A legal head of a family accepted to live in public housing who is over 17 years of age, i.e., 18 or over, will be required to sign a lease agreement prior to actual admission. The Executive Director or Housing Manager will also sign the lease with one copy given to the tenant and one copy kept in the Authority’s office. Where a husband and wife are living in a leased apartment together, both are required to sign the lease.

Only those persons listed on the most recent certification form shall be permitted to occupy a dwelling unit unless there is a birth to a family member or an authorized addition by the Authority in writing.

### **6.1 Visitors**

Visitors may be permitted to sleep overnight in a dwelling unit, provided they are reported to the Authority within 48 hours of their arrival or prior thereto. Visits not exceeding 15 days may be authorized. Visitors remaining beyond this period shall be considered trespassers and the tenant shall be guilty of a breach of the lease.

**Tenants will not be given permission to allow a former tenant of the Authority who has been evicted to sleep overnight in the unit for any period of time whatsoever.**

## **6.2 Senior Tenants**

Each elderly tenant over the age of 62 will be required to have a co-signer whose responsibility will be limited to contact with management in the event of serious illness or death and who will be required to take custody of the tenant's belongings in the event of death and promptly remove them from the apartment so that it may be rented to a new occupant without delay. The Authority will consider evidence of hardship requiring reasonable additional time within which to remove the tenant's belongs following their death. The co-signer shall not be liable for rentals or other charges owed by the elderly tenant to the Authority.

In the event the Authority shall determine a tenant is unfit and unable to govern their affairs and meet their responsibilities under the lease or in the event of the death of a tenant, the personal property must be removed from the unit within 15 days of the date of the Authority's determination of incapacity of the date of death. If the property is not removed, the Authority shall have the right to enter the premises, remove the personal property of said incapacitated or deceased tenant and cause such property to be transported and stored at the sole cost of the estate of said tenant.

## **6.3 Transfers**

Transfers of families from one unit to another shall occur only as follows:

- Increase or decrease in family size that creates overcrowding or underutilizing of the unit.
- Family whose member becomes disabled, or when a disabled member no longer lives in the unit.
- To avoid vacancy loss and other expense due to unnecessary transfers.

If a tenant's family transfers from one dwelling unit to another, a new lease shall be executed.

In the event the Authority requires a tenant to move other than when an additional person moves into the apartment and an appropriate size apartment is available, the Authority will provide a mover at the Authority's expense.

### **6.3.1 Types of Transfers :**

HA initiated: The HA may at its discretion transfer residents because of an uninhabitable unit, major repairs, or other actions initiated by management.

For these types of transfers the HA will cover the cost of the transfer pursuant to cost allowed by HUD.

Transfers for Reasons of Health: Tenant may be transferred when the HA determines that there is a medical need for such transfers, such as inability to negotiate stairs or steps. The tenant will be required to provide a statement from a medical doctor which indicates the condition of the tenant and the HA reserves the right to make its own evaluation of the situation and documentation. If the HA determines that there is not a substantial and necessary medical need for such transfer, the request for transfer shall be treated as a convenience transfer. Normally such transfers will be within the tenant's original neighborhood unless the appropriate size and type of unit does not exist on the site. The tenant must pay for all of their moving expenses and a transfer fee.

Convenience Transfers: The Executive Director or his/her designee may at his/her discretion permit a transfer to another unit for the convenience of the tenant for good cause. However, the cost of the transfer shall be borne by the tenant. A "Transfer Charge" list is posted in the HA offices and is based on our contract price for maintenance and an administrative charge of \$\_\_\_\_\_ for processing the transfer. The transfer charge list is updated annually by the HA. The HA will charge the actual cost of the transfer, which includes the administrative cost, the cost of preparing the unit for re-rental and, if applicable, a penalty for not turning in the keys to the old unit within 3 days of the transfer. The tenant is allowed a period of 7 days to move and turn in the keys to the old unit without being charged a penalty. If the move takes more than 7 days and the keys are not turned in the tenant will be charged a penalty of \$5 per day for each day the keys are not turned in to the HA. Prior to the transfer the Landlord will perform an inspection on the current unit to determine the amount of charges the tenant will be required to pay as a result of tenant caused damages, if any. All transfer charges must be paid at the time the tenant signs his/her lease and receives the keys for the new unit. The Landlord will perform a final inspection, with the tenant, on the unit that the tenant transferred from, after the keys are turned in, and a final determination will be made by the HA staff as to additional charges that may be due the HA. For example, the tenant may not have cleaned the unit properly and/or damaged the unit during the moving process. If there are any charges that are due the HA, as a result of this inspection, the tenant must pay for these damages within fourteen (14) days of written notice from the HA. The tenant must sign a transfer agreement after the HA has authorized the transfer and prior to the transfer.

Request for transfers for convenience must be made, in writing, to the HA at the tenant's residential office stating the reason for the requested transfer. The HA will issue a decision within thirty (30) calendar days of receipt of the request, and if approved, provide the tenant with a list of the charges that will be the tenants responsibility to pay prior to the transfer.

Transfers for Over/Under-housed Families to the Appropriate Unit. The HA may transfer residents to the appropriate sized unit and that tenants are obligated to accept such transfers. Transfers will be made in accordance with the following principles:

- (1) Determination of the correct sized apartment shall be in accordance with the HA's occupancy guidelines, as outlined in Occupancy Guidelines.
- (2) Transfers into the appropriate sized unit will be made within the same neighborhood unless that size does not exist on the site.
- (3) The tenant must pay for their moving expenses.

Priorities for transfers - All transfers must be either for health reasons, for relocation to an appropriate sized unit, approved convenience transfers, or initiated by the HA due to modernization work and/or other good cause as determined by the HA. Priority transfers are listed below:

- (1) HA initiated transfers,
- (2) Transfers for health reasons,
- (3) Tenants who are under-housed by two or more bedrooms,
- (4) Tenants who are over-housed by two or more bedrooms,
- (5) Tenants who are under-housed by one bedroom,
- (6) Tenants who are over-housed by one bedroom; and,
- (7) Convenience transfers.

Within each priority type, transfers will be ranked by date. In processing transfers requested by tenants for approved health reasons or to move to a larger apartment, the date shall be that on which the changed family circumstances are verified by the Manager. The HA reserves the right to immediately transfer any family who has misrepresented family circumstances or composition and the family charged the posted rate for convenience transfers. Failure to pay for these charges will result in termination of the dwelling lease.

#### **6.3.2 Transfer Procedures: - The HA shall:**

Prepare a prioritized transfer list, as needed, at re-examination.

Notify residents by letter of their pending transfer.

Participate in evaluation of request for transfer based on approved medical reasons.

Issue final offer of vacant apartment as soon as vacant apartment is identified.  
Issue notice to transfer as soon as vacant apartment is available for occupancy.

Participate in planning and implementation of special transfer systems for modernization and other similar programs.

Inspect both apartments involved in the transfer, charging for any resident damages that is not considered normal wear and tear.

When the tenant is transferred for modernization, the cost of the transfer shall be paid by the HA, pursuant to cost that is allowed by HUD.

Only two offers of a unit will be made to each tenant being transferred. In the case of a family being transferred from a unit which is uninhabitable, incorrectly sized or scheduled for major repairs, failure to accept the unit offered, or the second unit offered in the case of a transfer outside the neighborhood, will be grounds for eviction. When a tenant declines an offer of a transfer and the tenant requested the transfer the HA will notify the tenant, at that time, that the HA is not obligated to make any subsequent offers. The HA will notify the tenant that the HA has discharged its obligations to the tenant and he/she will remain in the unit at his/her own risk, and that the HA assumes no liability for the tenants condition.

Right of HA in transfer policy - The provisions listed above are to be used as a guide to insure fair and impartial means of assigning units for transfers. It is not intended that this policy shall create a property right or any other type of right for a tenant to transfer or refuse transfer.

#### **6.4 Moving/Storage Expenses**

The Authority shall not provide a mover at its expense for any tenant moving out of public housing. In addition, the Authority will not reimburse any tenant for any miscellaneous expenses involved with moving from one apartment to another.

When a tenant vacates the apartment, a move-out inspection will be performed. If, during this inspection, it is found that furnishings have been left by the tenant, the costs to remove, store or dispose of these furnishings will be charged to the tenant. The costs will be deducted from any security deposit of that tenant. All charges will be based on an hourly rate for removal and actual rate for storage and/or disposal.

#### **6.5 Interim Re-examinations**

During the lease agreement, changes in rent or family composition shall be processed as follows:

- 6.5.1** Changes in rent shall be made by submitting a Recertification Application, verifying new income and/or family members and executing a rider to the lease. This rider must be dated and signed by both the Authority and the Tenant. A copy will be given to the tenant and the original shall be kept in the Authority's office.
- 6.5.2** Changes in the primary lessee shall cause a new lease to be made for the apartment.
- 6.5.3** If, through any cause, the signer of the lease ceases to be a resident member of the family, the lease will be voided and a new lease executed. A remaining member of the family who can qualify as a lessee will sign this new lease. If, nevertheless, no member is qualified to sign a new lease, the existing lease will be voided and the family will be required to vacate.
- 6.5.4** Cancellation of a tenant's lease will be made in accordance with the provisions of the lease attached hereto.

If, during the tenure of a lease agreement, a tenant requests the addition of a family member to the lease, the Authority will follow the same procedure when reviewing this individual's suitability for the public housing as it follows when reviewing the initial applicant. The review of this individual will include all of the items as outlined in Section 2.0 of the Admissions and Occupancy Policy.

If it is determined that this individual will not be a suitable resident of the public housing, the Authority will notify the family that this individual will not be allowed to reside in the public housing nor be added to the lease. At this point the resident may accept the Authority's decision or terminate their tenancy.

## **7.0 SMOKING POLICY**

Smoking in any of the common areas of the GHA's premises will be strictly prohibited. Individuals who are found smoking in any of these areas will be in breach of their lease and subject to the Authority's action. Public areas are as follows:

- entrance vestibule
- community room

## **8.0 PARKING POLICY**

It is not the policy of the Authority to regulate all on-site parking. It is the position of the Authority that all on-site parking is a privilege and is, therefore, granted in accordance with this policy. Parking is allowed only on the street and not on the yards. There are no assigned

parking areas, however, it is a common courtesy not to park in the front of another tenant's front door.

## **9.0 PET POLICY**

It is the purpose of this policy to insure that those residents who desire pets are responsible pet owners; that those residents who do not desire pets are not inconvenienced by pets on the premises; to assure that pets on premises are properly cared for; and that Housing Authority properties remain decent, safe and sanitary.

## **10.0 ANNUAL RECERTIFICATION**

At least once each year, or as requested by the Authority, tenant households must furnish such accurate information regarding family composition, employment and household income as may be necessary to make a determination with respect to rent, eligibility and the appropriateness of the unit size. Required verification may include, but is not limited to, earning reports from employers, copies of state and federal income tax returns of all household members, W-2 forms, bank statements, etc.

Approximately three months prior to a lease renewal date, the Authority will send a notice informing the tenant of the requirements necessary to recertify and renew the lease. An interview must be scheduled and all documentation requested by the Authority must be submitted on or before the first of the month before the lease expires. If, by that date, the tenant has not scheduled an interview nor provided the necessary documents, a notice will be sent to the tenant giving them 10 days to provide the required information in accordance with the lease. The notice will also inform the tenant that failure to provide the required information will result in termination of the lease. If the tenant fails to respond within 10 days, a 30-day Notice to Quit will be sent to the tenant.

The length of time from the date of admission to the date of first recertification may not exceed 12 months according to current federal regulations. Therefore, in order to fit a new tenant into the established schedule, the first regularly scheduled recertification may be conducted in a period of less than 12 months.

The tenant is to be notified in writing of any changes required in rent or unit occupied and of any misrepresentations or lease violations revealed by the recertification and the corrective action that must be taken.

## **11.0 INSPECTIONS**

### **11.1 Initial Inspection at Move-In**

Prior to initial occupancy, the housing authority and the Tenant shall perform a walk-through of the unit to determine its condition at time of move-in. A written inspection report shall be prepared by the housing authority and signed by the Tenant. This inspection report shall document any and all conditions within the unit prior to occupancy.

### **11.2 Inspection at Move-Out**

Prior to move-out, the housing authority and the Tenant shall perform a walk-through of the unit to determine its condition at time of move-out. A written inspection report shall be prepared by the housing authority and signed by the Tenant. This inspection report shall document any and all conditions within the unit prior to move-out. Any security deposit shall be used to offset any damages recorded. It is the Tenant's responsibility to pay for any repairs to the unit due to their actions.

### **11.3 Annual Inspections**

At least once a year the housing authority will perform an inspection of the dwelling unit. This inspection will be in accordance with the Housing Quality Standards (HQS), and a copy of the report will be forwarded to the Tenant. Any deficiencies found at the time of the inspection will result in the development of a work order for the repair. If Tenant's negligence or abuse instigated the required repair, the Tenant will be responsible for paying for the repair. A list of all maintenance charges will be provided the Tenant at Lease signing. Tenant will be given at least 48 hours noticing of inspection.

If the inspection indicates that the Tenant has poor housekeeping habits that need to be improved upon, the inspector will file a report and a subsequent meeting will be scheduled with the Tenant to counsel the Tenant on their poor housekeeping habits. A follow-up inspection as outlined in Section 11.5 may be scheduled within 30 days to see that the deficiencies are corrected. If the Tenant fails to correct the deficiencies, provisions of the lease may be enforced and the tenant evicted.

### **11.4 Emergency Inspections**

If an employee and or contract agent of the authority has reason to believe that an emergency exists within the unit, the unit can be entered without notice. The person(s) that enters the unit must leave a written notice to the Tenant that indicates the date and time the unit was entered and the reason why it was necessary to enter the unit.

### **11.5 Random Inspections**

The housing authority retains the right to perform random inspections to determine whether or not the Tenant is keeping the unit in a decent, safe and sanitary condition in accordance with the

guidelines established by the authority. A copy of the report will be forwarded to the Tenant. Tenant will be given at least 48 hours noticing of inspection.

## **12.0 INTERIM RECERTIFICATION**

If it is not possible, through no fault of the tenant at the time of regular recertification, to determine annual family income with any reasonable degree of accuracy, a temporary determination of income and rent will be made and an interim recertification scheduled for within 30 days. The tenant will be notified in writing of the date of the special recertification.

If a family has income which is not verified and rent cannot be established due to the tenant's failure to submit the required information, the tenant is subject to eviction.

Where there is no family income at the time of recertification (e.g. due to unemployment), a temporary minimum rent of \$50.00 will be established. Recertification will be scheduled every 30 days until such time the family establishes that some form of income and the continued occupancy is resolved consistent with the lease.

Any change in family income or family composition must be reported to the Authority within 10 days of its occurrence. Failure to do so will be grounds to terminate the lease.

Rent will remain in effect for the period between regular rent recertifications unless during such period:

- Tenant can show a change in their circumstances (such as a decline in income) which would justify a reduction in rent pursuant to the Schedule of Rents or such other circumstances as would create a hardship situation.
- Tenant commences to receive public assistance or assistance is terminated.
- It is found that a tenant has misrepresented the facts upon which rent is based so that the rent owed is less than it should be. The increase in rent will be retroactive.

If the required documents are submitted by the 15<sup>th</sup> of the month, the rent will be adjusted retroactive to the first of the month. If the required documents are submitted after the first of the month, the rent will be adjusted on the first of the month following the recertification.

## **13.0 TERMINATION OF THE LEASE**

See Lease, Section 12. In the event the Authority is forced to institute legal action for eviction, the tenant will be responsible for any legal costs incurred by the Authority. In the event the

Authority is forced to institute legal action for eviction and the tenant is evicted, the tenant shall be responsible for any reasonable legal and court costs incurred by the Authority.

#### **14.0 DEFINITION OF TERMS**

Child Custody. An applicant or Tenant who does not have full custody of a minor child(ren) may only claim a child as a dependent as follows:

- a) The applicant or Tenant must have primary custody of the child(ren).
- b) The applicant or Tenant must provide sufficient evidence that if the applicant were admitted the child would reside with the applicant. The same child cannot be claimed by more than one applicant(i.e. counted more than once in order to make two (2) eligible families).

Citizen. An individual born in the United States or naturalized.

Dependent. A member of the household (excluding foster children) other than the head or spouse, who is under 18 years of age, is a disabled or handicapped person, or is a full-time student. An unborn child shall be considered for purposes of income eligibility and unit size.

Disabled Person. An individual who is under a disability as defined in Section 223 of the Social Security Act or in Section 102(b)(5) of the Developmental Disabilities Services and Facilities Construction Amendments of 1970

Section 223 of the Social Security Act defines disability as:

“Inability to engage in any substantial gainful activity by reason of any medically determinable physical or mental impairment which can be expected to result in death or which has lasted or can be expected to last for a continuous period of not less than 12 months”; or

In the case of an individual who has attained the age of 55 and is blind (within the meaning of “blindness” as defined in Section 416(I)(1) of this title: “ the inability by reason of such blindness to engage in substantial gainful activity requiring skills or abilities comparable to those of any gainful activity in which they have previously engaged with some regularity and over a substantial period of time.”

Section 102(b)(5) of the Developmental Disabilities Services and Facilities Construction amendments of 1970 defines disability as:

“A disability attributable to mental retardation, cerebral palsy, epilepsy, or another neurological condition of an individual found by the Secretary to be closely related to mental

retardation or to require treatment similar to that required for mentally retarded individuals, which disability originates before such individual attains age eighteen, which has continued or can be expected to continue indefinitely, and which constitutes a substantial handicap to such individual.”

No individual shall be considered to be a person with a disability for purposes of eligibility for low income housing solely on the basis of any drug or alcohol dependency.

Elderly Family. A family whose head or spouse or whose sole member is at least 62 years of age, or disabled as defined below, or handicapped as defined below, and may include two or more elderly, disabled or handicapped persons living together, or one or more such persons living with another person who is determined to be essential to their care and well being.

Familial Status. A single pregnant woman and individuals in the process of obtaining custody of an individual who has not attained the age of 18 years are considered for occupancy as a family. Therefore, these families may be eligible for a larger unit and their income eligibility will be based on the larger household size.

Family. Two or more persons related by blood, marriage, adoption or who give evidence of a “stable relationship” which has existed over a period of years. With respect to single persons, such definition shall include an elderly family as defined above, or a displaced family as defined above, the remaining member of a tenant family, or single person family as defined below. By definition a family must contain a competent adult of at least 18 years of age to enter into a contract and capable of functioning as the head of household.

There must be some concept of family living together beyond the mere sharing or intention to share housing accommodations by two or more persons to constitute them as a family within the meaning of this policy.

Foster Child(ren). With the prior consent of the GHA a foster child may reside in the dwelling unit. This determination will be based on the following:

- a) Whether the addition of the child will require a larger unit for the family and subsequently lead to a transfer to another unit.
- b) The ability to make reasonable accommodations for a handicapped person.

Full-time Student. A person who is carrying a subject load which is considered full-time for day students under the standards and practices of the educational institution.

Grievance Procedure. All Tenants are afforded the rights under the grievance policy of the GHA. The grievance policy and procedures are incorporated into this document by reference and is a guideline to be used for grievances and appeals.

Handicapped Person. A person having a physical or mental impairment which 1) is expected to be of longstanding and indefinite duration, 2) substantially impedes their ability to live independently, and 3) is of such nature that such ability could be improved by more suitable housing conditions.

Hazardous Duty Pay. Pay to a family member in the Armed Services that is away from his primary residence and in a hostile situation. The pay received for this duty is not included in the total family income.

Head of Household. The adult family member who is held responsible and accountable for the family.

Homelessness. An individual or household is considered to be homeless as follows:

- a) They lack a fixed, regular and adequate residence.
- b) They have a primary residence that is
  - (1) A supervised shelter designed to provide temporary living arrangements (including welfare hotel, congregate shelters and transitional housing or housing for the mentally ill.);
  - (2) An institution that provides a temporary residence for individuals untended to be institutionalized; or
  - (3) A place not designated for, or ordinarily used as, a regular sleeping accommodation for human beings.
- c) A homeless family does not include:
  - (1) Any individual imprisoned or otherwise detained pursuant to an Act of the Congress or a State Law; or
  - (2) Any individual who is a Single Room Occupant (SRO) that is not considered substandard housing.

Live-In Aide. A person who resides with an elderly, disabled or handicapped person(s) and who:

- a) Is determined by the GHA to be essential to the care and well being of the person(s).
- b) Would not be allowed to live in the unit except to provide support for the person(s). The income of the live-in aide is not included in the family income.
- c) Is not obligated for support of the person(s).

Lower Income Family. A family whose annual income does not exceed 80% of the median income for the area as determined by HUD with adjustments for family size. HUD may establish income limits higher or lower than 80% of median income for the areas on the basis of its finding that such variations are necessary because of the prevailing levels of construction costs or unusually high or low family incomes.

Minimum Rent. Families assisted under the public housing program shall pay a monthly minimum rent of not more than \$50.00 per month. The GHA has the discretion to establish the minimum rent from \$0 up to \$50.00. The minimum rent established by this housing authority is \$50.00.

Minor. A person, other than the head of household or spouse, under 18 years of age.

Mixed Family. A household whose members comprise of those with United States Citizenship or eligible immigration status and those without citizenship or eligible immigration status. The GHA cannot support or financially assist those individuals without citizenship or eligible immigration status.

NonCitizen. A person who is neither a United States Citizen nor a national of the United State.

Recertification. Recertification is to reexamine documentation that indicates that Tenants meet continued occupancy standards and to determine their income for the purposes of calculating rent.

Reexamination Date. The date on which any rent change is effective or would be effective if required as a result of the annual re-examination of eligibility and rent.

Remaining Member of Tenant Family. The person(s) of legal age remaining in the public housing unit after the person(s) who signed the lease has (have) left the premises, other than by eviction, who may or may not normally qualify for assistance on their own circumstances. An individual must occupy the unit to which he/ she claims head of household status for one year before becoming eligible for subsidized housing as a remaining family member. This person must complete the required forms of the GHA within ten (10) days from the departure of the leaseholder and may remain in the unit for a reasonable amount of time pending verification and processing of their request. This person must upon satisfactory completion of the verification process then execute a new lease and cure any monetary defects and obligations in order to remain in the unit.

Any person who claims to be a remaining member of the family unit shall in the event that the GHA declares them to be ineligible for remaining member status, be entitled to a grievance hearing upon notice that they will not be considered a remaining member of the household. The grievance procedure will meet all of the guidelines as outlined in the lease and lease attachments.

During the interim between the time of the determination that there will be a grievance hearing and the determination of the grievance-hearing officer, all rent that was due pursuant to the lease shall be deposited into an escrow account with the GHA. The GHA does not recognize the person as a Tenant by giving him or her the opportunity for a grievance hearing. A remaining member shall not be considered to be a Tenant until such time as the Authority executes a new lease and the person granted Tenant status after verification of all income and other related information.

Serviceman. A person currently in the active military service of the United States.

Single Person. A person living alone or intending to live alone and who does not qualify as an elderly family, displaced person, or the remaining member of a tenant family. (No PHA may admit single persons to any housing assisted under the Act without an authorization by HUD as provided in 24CFR Section 812.3.)

Spouse. The husband or wife of the head of household.

Veteran. A person who has served in the active military or naval service of the United States at any time as the President of the United States shall determine, and who has been discharged or released therefrom under conditions other than dishonorable.

## **15.0 INCOME DEFINITIONS**

For the purpose of calculating and determining rent, the following definitions are provided:

Adjusted Income. Annual income less: a) \$480 for each dependent, b) \$400 for any elderly family, c) medical expenses in excess of 3% of annual income for elderly family and d) child care expenses while a head of household or spouse is employed or attending school.

Ceiling Rent. A maximum rent to be charged on a dwelling unit irrespective of the income of the family residing within the unit. This shall be established in accordance with HUD regulations and approved by the Board of Commissioners. This shall encourage mixed income developments and working families to reside in public housing.

Childcare Expenses. Amounts anticipated to be paid by the family for the care of children under 13 years of age during the period for which the annual income is computed, but only where such care is necessary to enable a family member to be gainfully employed, to further their education, or actively seek employment. The amount deducted shall reflect reasonable charges for childcare, and in the case of childcare necessary to permit employment, the amount deducted may not exceed the amount of income received from such employment. The GHA will not normally allow childcare deductions when the family has an additional unemployed adult member who is physically capable of caring for the child(ren).

If the total annual income less the above noted deductions results in a rent payment that is less than the established minimum rent standard, the Tenant's rent shall be the approved housing authority's minimum rent.

Contract Rent. The rent charged a tenant for the use of the dwelling unit and equipment such as range and refrigerator, but not including furniture, and reasonable amounts for utilities determined in accordance with the Authority's schedule of utility allowances deducted from Gross Rent. If the allowances exceed the Gross Rent the Authority will give the tenant a credit equal to the amount by which the allowance exceeds the Gross Rent.

Exclusions from Total Family Income. Temporary, nonrecurring or sporadic income defined as follows:

- a) Casual, sporadic and irregular gifts and amounts which are specifically received for, or are a reimbursement of, the cost of illness or medical care.
- b) Lump-sum additions to family assets such as, but not necessarily limited to, inheritances, insurance payments, worker's compensation, capital gains, and settlements for personal or property losses.
- c) Amounts of education scholarships paid directly to the student or the educational institution and amounts paid by the United States Government to a veteran for use in meeting the cost of tuition, fees, books, to the extent that such amounts are so used. Any amounts of such scholarships or payments to veterans not used for the above purpose that are available for subsistence are to be included in income, as well as the hazardous duty pay to a family member in the Armed Forces away from home and exposed to hostile fire.
- d) Relocation payments made pursuant to Title II of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970.
- e) The value of the coupon allotments for the purchase of food in excess of the amount actually charged an eligible household pursuant to the Food Stamp Act of 1977.
- f) Payments received by participants or volunteers in programs pursuant to the Domestic Volunteer Service Act of 1973.
- g) Payments received by participants in other publicly assisted programs as reimbursement for out-of-pocket expenses incurred, e.g. special equipment, clothing, transportation, reimbursement for child care, etc. which are solely to allow participation in a specific program and cannot be used for other purposes.
- h) Income of a live-in aide as defined above.
- i) Income from employment of children (including foster children) under the age of 18 years.
- j) Payments received for the care of foster children.

- k) Amounts specifically excluded by any other federal statute from consideration as income for purposes of determining eligibility or benefits under a category of assistance programs that includes assistance under the 1937 Act.
- l) Payments received from the Job Training Partnership Act.
- m) Payments from Programs under Title V of the Older Americans Act of 1965.
- n) Payments received under the Alaska Native Claims Settlement Act.
- o) Income derived from certain submarginal land of the United States that is held in trust for certain Indian tribes.
- p) Income derived from the disposition of funds of the Grand River band of Ottawa Indians.
- q) The first \$2,000 of per capita shares received from judgement funds awarded by the Indians Claims Commission or the Court of Claims or from funds held in trust for an Indian tribe by the Secretary of the Interior.
- r) Payments or allowances made under the Department of Health and Human Services for Low Income Home Energy Assistance Program.
- s) Reparation payments made by foreign governments in connection with the Holocaust.
- t) Amounts received under training programs funded by HUD.
- u) Amounts received by a disabled person that are disregarded for a limited time for purposes of Supplemental Security Income eligibility and benefits because they are set aside for use under a Plan to Attain Self-Sufficiency (PASS).
- v) Amounts received by participants in other publicly assisted programs which are specifically for, or in reimbursement of, out-of-pocket expenses incurred (special equipment, clothing, transportation, child care, etc.) and which are made solely to allow participation in a specific program.
- w) For taxable years after December 31, 1990, the earned income tax credit refund. Effective Date: July 25, 1994.
- x) The earnings and benefits to any resident resulting from the participation in a program providing employment training and supportive services in accordance with the Family Support Act of 1988, section 22 of the U.S. Housing Act of 1937, or any comparable Federal, State, or local law during the exclusion period. For purposes of this paragraph, the following definitions apply:

Comparable Federal, State or Local Law means a program providing employment training and supportive services that:

- Are authorized by a federal, state or local law; Are funded by federal, state or local government; Are operated or administered by a public agency; Has as its objective to assist participants in acquiring job skills.

Exclusion period means the period during which the resident participates in a program described in this section, plus 18 months from the date the resident begins the first job acquired by the resident after completion of such program that is not funded by public housing assistance under the U.S. Housing Act of 1937. If the resident is terminated from employment without good cause, the exclusion period shall end. Earnings and benefits mean the incremental earnings and benefits resulting from a qualifying employment training program or subsequent job. This provision does not apply to residents participating in the Family Self-Sufficiency Program who are utilizing the escrow account. Also, residents are required to pay the appropriate minimum rent.

- y) A resident service stipend. A resident service stipend is a modest amount (not to exceed \$200 per month) received by a public housing resident for performing a service for the HA, on a part-time basis, that enhances the quality of life in public housing. Such services may include, but are not limited to, fire patrol, hall monitoring, lawn maintenance, and resident initiatives coordination. No Resident may receive more than one such stipend during the same period of time.
- z) Compensation from State or local employment training programs and training of a family member as resident Management staff. Amounts excluded by this provision must be received under employment training programs with clearly defined goals and objectives, and are excluded only for a limited period as determined in advance by the HA.
- aa) For all initial determinations and reexaminations of income carried out on or after April 23, 1993, reparation payments paid by a foreign government pursuant to claims filed under the laws of that government by persons who were persecuted during the Nazi era.
- bb) Earning in excess of \$480 for each full-time student 18 years old or older (excluding the head of household and spouse).
- cc) Adoption assistance payments in excess of \$480 per adopted child.
- dd) Deferred periodic payments of supplemental security income and social security benefits that are received in a lump sum payment received on or after October 28, 1992.
- ee) Amounts received by the family in the form of refunds or rebates under state or local law for property taxes paid on the dwelling unit.
- ff) Amounts paid by a State agency to a family with a developmentally disabled family member living at home to offset the cost of services and equipment needed to keep the developmentally disabled family member at home.

Gross Income. Total income as defined in “Total Family Income” above.

Gross Rent. Contract rent plus the amount of any applicable allowance for tenant-supplied utilities.

Monthly Adjusted Income. Adjusted income divided by 12.

Monthly Income. Annual gross income divided by 12.

Net Family Assets. Value of equity in real property, savings, stocks, bonds and other forms of capital investment, excluding interests in Indian trust land and excluding equity accounts in HUD home ownership programs. The value of necessary items of personal property such as furniture and automobiles shall be excluded. (In cases where a trust fund has been established and the trust is not revocable by, or under the control of, any member of the family or household, the value of the trust fund will not be considered an asset so long as the fund continues to be held in trust. Any income distributed from the trust fund shall be counted when determining annual income.) In determining net family assets, the Authority shall include the value of any assets disposed of by an applicant or tenant for less than fair market value (including a disposition in trust, but not in a foreclosure or bankruptcy sale) during the two years preceding the date of application for the program or recertification, as applicable, in excess of the consideration received therefore. In the case of a disposition as part of a separation or divorce settlement, the disposition will not be considered to be for less than fair market value if the applicant or tenant receives important consideration not measurable in dollar terms.

Public Housing Agency. Any state, county, municipality or other governmental entity or public body (or agency or instrumentality thereof) that is authorized to engage in or assist in the development or operation of housing for lower income families.

Rent Burden. May be used for the purpose of determining a preference. Applicants must be paying more than 50% of their monthly income for rent for at least 90 days.

Substandard Housing. The HUD definition now specifically includes as homeless, participants in transitional housing programs.

Tenant Rent. The amount payable monthly by the household as rent to the Authority. Where the Authority supplies all utilities (except telephone) and other essential housing services, Tenant Rent equals Total Tenant Payment. Where some or all utilities (except telephone) and other essential housing services are not supplied by the Authority and the cost thereof is not included in the amount paid as rent, Tenant Rent equals Total Tenant Payment less Utility Allowances.

Total Family Income. Income anticipated to be received during the 12 months following admission or recertification. Income from all sources from 1) the head of household and/or spouse and 2) each additional household member who is at least 18 years of age, excluding full-time student income, income which is temporary, non-recurring or sporadic as defined below.

Total family income should include that portion of the income of the head of household or spouse temporarily absent which, in the determination of the Authority, is available to meet the family's needs. Total family income includes, but is not limited to the following:

- a) The full amount, before any payroll deductions, of wages and salaries, including compensation for personal services such as commissions, fees, tips, bonuses, and cash payments.
- b) Net income from operation of a business or profession. Expenditures for business expansion or amortization of capital indebtedness shall not be deducted to determine net income from a business.
- c) Interest, dividends, and net income of any kind of real or personal property. Where the family has net assets in excess of \$5,000, annual income shall include the greater of the actual income derived from all net assets or a percentage of the value of such assets based on the current rate as determined by HUD.
- d) The full amount received from annuities, periodic payments from insurance policies, retirement income, pensions, periodic benefits for disability or death and other similar types of periodic receipts.
- e) Payments in lieu of earnings, such as unemployment and disability compensation, social security benefits, worker's compensation and termination wages.
- f) Welfare assistance payments.
- g) Periodic and determinable allowances, such as alimony, child support and regular contributions or gifts, including amounts received from any persons not residing in the dwelling unit.
- h) All regular pay, special payments and allowances, such as longevity, overseas duty, rental allowances, allowances for dependents, etc. received by a member of the Armed Forces, with the exception of hazardous duty pay.
- i) Payments to head of household for the support of a minor, or payments nominally to a minor for their support, but control for their benefit by the head of household or a resident family member other than the head, who is responsible for their support.
- j) Veterans Administration compensation (Service connected disability or death benefits)
- k) Any earned income tax credit to the extent it exceeds income tax liability.

All income is to be annualized if information received is for less than a 12-month basis. It is important to note that changes in family composition and or income must be reported to the Authority within ten (10) days. Failure to do so may result in eviction proceedings. In the case on income adjustments all back rent due and owing will be due within fourteen (14) days from the date the Authority formally notifies the Tenant of the amount due.

Total Tenant Payment (TTP). This amount is the family must pay per month. It may be either the minimum rent of \$ 50.00 or:

- a) For the public housing program, the TTP must be the greater of
- (1) 30 percent of family monthly adjusted income;
  - (2) 10 percent of family monthly income;
  - (3) \$ 50.00 which is the minimum rent set by the GHA, or
- b) The ceiling rent. The resident may elect the ceiling rent in lieu of the rent calculated in paragraph "a" above.

It is possible for the Tenant to qualify for a utility reimbursement despite the requirement of a minimum rent. If the utility allowance were greater than the minimum rent, the Tenant would receive a reimbursement for tenant purchased utilities.

Unreported Income. If a tenant fails to report income the tenancy will be terminated under the terms of the lease and in accordance with the New Jersey State Statutes. If the act is determined by the Authority to be intentional, the Tenant will be obligated to pay the applicable portion of the rent for any and all unreported income, and may be prosecuted. If the unreported income was unintentional the Authority may approve a repayment agreement which stipulates the schedule of repayments, the amount of the payment, and the consequences if a payment is missed.

Utility Allowance. The cost of utilities (except telephone) and other housing services for an assisted unit is not included in the Tenant Rent, but is the responsibility of the family occupying the unit, an amount equal to the estimate made or approved by the Authority or HUD, monthly cost of a reasonable consumption of such utilities and other services for the unit by an energy-conservative household of modest circumstances consistent with the requirements of a safe, sanitary, and healthful living environment.

Utility Reimbursement. The amount, if any, by which the Utility Allowance for a unit, if applicable, exceeds the Total Tenant Payment for the household occupying the unit.

Very Low Income Family. A Lower Income Family who's Annual Income does not exceed 50% of the median income for the area, as determined by HUD, with adjustments for family size. HUD may establish income limits higher or lower than 50% of the median income for the area on the basis of its finding that such variations are necessary because of unusually high or low family incomes.

Welfare Assistance. Welfare or other payments to families or individuals, based on need, that are made under programs funded separately or jointly, by federal, state or local governments.

## **16.0 ATTACHMENTS**

Exhibit A: Income Limits for Admission MT007A03

Broad Range of Income Objectives  
Exhibit B: Rental Calculation MT007A04  
Ceiling Rent Limits  
Exhibit C: Utility Allowances MT007a5  
Exhibit D: Lease – previously HUD approved – not submitted  
Exhibit E: Schedule of Move-Out Charges MT007a07  
Exhibit F: One Strike and You’re Out Policy – not submitted  
Exhibit G: Pet Policy MT007a02

**THE GLASGOW HOUSING AUTHORITY**

**\_\_\_\_\_ OF \_\_\_\_\_**

**GLASGOW, MONTANA**

**ADMISSIONS, OCCUPANCY AND RENTAL**  
**POLICY**

**ADOPTED BY THE BOARD OF COMMISSIONERS**

**February 7, 2000**



**NORTHERN HEIGHTS**  
**HOUSING AUTHORITY OF GLASGOW**

**MOVE OUT CHARGES**

**CLEANING CHARGES**

	Max. Charge
1. Cleaning Floors – Tenant did not sweep, clean up tape marks, etc.,	50.00
2. Cleaning Walls – crayon marks, something sprayed, other than normal	50.00
3. Cleaning windows & ledges – abnormally dirty	25.00
4. Cleaning bathroom fixtures – stained or no effort to clean	25.00
5. Cleaning Cupboard shelves – food, spills, evident not even wiped out	25.00
6. Cleaning stove – Top, oven, burners, lots of grease or food spills	25.00
7. Cleaning refrigerator – Food left in, smells, spills, etc.	25.00
8. Cleaning yards – picking up trash, tires, discarded furniture, incl. Shed	25.00

**DAMAGES**

Reasonable cost of materials plus reasonable labor @ \$10.00/hr

Damages include but not limited to:

Items that need repair other than normal wear and tear such as broken windows, screens with holes etc., holes in walls [not normal small pin holes to hang pictures], broken or missing light fixtures, holes in doors, doors off hinges, burn holes in countertops, tiles pulled up because of rug or furniture removal, missing smoke detectors, and any other damages caused by tenant abuse.

**TYPICAL DAMAGES – Including labor**

BLINDS:	Replace the blinds over the double window	20.00
	Replace all other blinds	10.00
	Replace the brackets	5.00
BROKEN WINDOWS AND SCREENS:	All windows each	96.50
	Replace screens	25.00
	Repair screens if no rips or tears	15.00
REPLACE EXTERIOR DOORS	due to kick in; jamb damaged	800.00
HOLES IN WALL:		
	Small up to 4" in diameter	10.00
	Larger than small	30.00

**SMALL ITEMS**

Small items such as door handles, soap dishes, towel racks, closet rod brackets, shower curtains, etc. will be charged at the cost of material to the Housing Authority